

Introduction

We're thrilled to announce that Issuetrak 10.1 is available today! 10.1 brings exciting new features into Issuetrak, as well as some important enhancements to the existing product. This document provides a brief outline of what's new, what's changed, and related technical information.

If existing customers are upgrading to the latest version of Issuetrak, it is very important to review all release details carefully as there are significant changes that may impact their ability to upgrade at this time. For a comprehensive overview of all release details, please refer to the following [Knowledgebase Article](#).

To explore the latest release in a live Issuetrak environment, please login to our [Public Preview Site](#) or contact our Support Team for a private test site at 888-789-8725 (US & Canada), +1 757-213-1351 (International), support@issuetrak.com, or <https://support.issuetrak.com>.

What's New



We are happy to offer integrated chat with Issuetrak 10.1. Chat will provide our customers the ability to enable a new level of support for visitors to their Issuetrak site and more. Offering a wealth of customization options, chat is a feature long requested that we are excited to be delivering.



Google Analytics

Support for [Google Analytics](#) is now baked directly into Issuetrak. Google Analytics can be enabled from the Features page, opening up a wave of metric and reporting possibilities for our customers via the Google Analytics Console.

What's Changed

- Add-On Modules page has been merged into the Features Page.
- Back-end enhancements to various areas of the On-Premises Implementation.
- New system requirements specific to On-Premises installations - please review the System Requirements to ensure you are able to proceed with installing and/or upgrading.
- Advanced Logging for IEM for On-Premises installations.



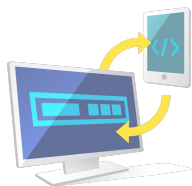
What's Fixed

Issuetrak 10.1	
Active Directory	Casing mismatch between UserID and sAMAccountName caused error during User import when licensing limit reached.
Dashboard UI	Clock icon was not showing on in the My Issues lists when the clock was still running.
Incoming Email	Incoming email was not being processed based on the mailbox password.
Incoming Email	Incoming email was not being processed in the Cloud due to global parameter settings.
Issue Related	Issue assignments were not being recorded in the issue change log.
Outgoing Email	Outgoing email was not sending for certain cloud customers.
Reports	Reporting on certain billing line items were resulting in blank results
Security Settings	CSRF in combination with special characters would cause performance issues
Security Settings	CSRF token causing issues when launching pages into new Tabs in Chrome
User Login	Users not able to log into Issuetrak when password contain an Ampersand

Current Limitations

Issuetrak API

- If upgrading from a version of Issuetrak prior to 9.9, the legacy Issuetrak API will not function.
- After upgrading to any new version of Issuetrak, the API will need to be reinstalled. The latest API distribution is included with the 10.1 Issuetrak installation files available [here](#).



NOTE: For further information about Issuetrak RESTful API, please reference this [knowledge base article](#) and visit [our website](#). For questions regarding the API, please contact the Support Team at 1-888-789-8725 (US & Canada), +1-757-213-1351 (International), support@issuetrak.com, or <https://support.issuetrak.com>.

Active Directory

- Previously, the Active Directory Module offered an option that allowed active directory passwords to be reset via Issuetrak. To enhance security, the functionality of this option has been disabled and it will be phased out within the next few releases.

Incoming Email

- Microsoft Exchange 2010 is currently not supported in Issuetrak 10.1. Support will be restored in a later version of Issuetrak.

Upgrade Process



On-Premises Customers



Cloud Customers

On-Premises customers may download the latest Upgrade Guide and automated installation/upgrades files from the following [knowledge base article](#).

On-Premises customers that are not currently on 10.0 or newer will need to be issued a new Issuetrak license key in order to proceed with the 10.1 upgrade. To receive your new key please contact our Sales Team at 866-477-8387 (US & Canada), +1 757-213-1350, or sales@issuetrak.com.

Before installing this update, please verify that your installation environment meets the latest [System Requirements](#) effective Issuetrak 10.1.

Cloud customers can receive this update as needed to address reported issues and to assist with troubleshooting. Otherwise the upgrade will be applied for you automatically to ensure the best possible Issuetrak experience.

You may also request the update be applied to your site by contacting our Support Team at 888-789-8725 (US & Canada), +1 757-213-1351 (International), support@issuetrak.com, or <https://support.issuetrak.com>.